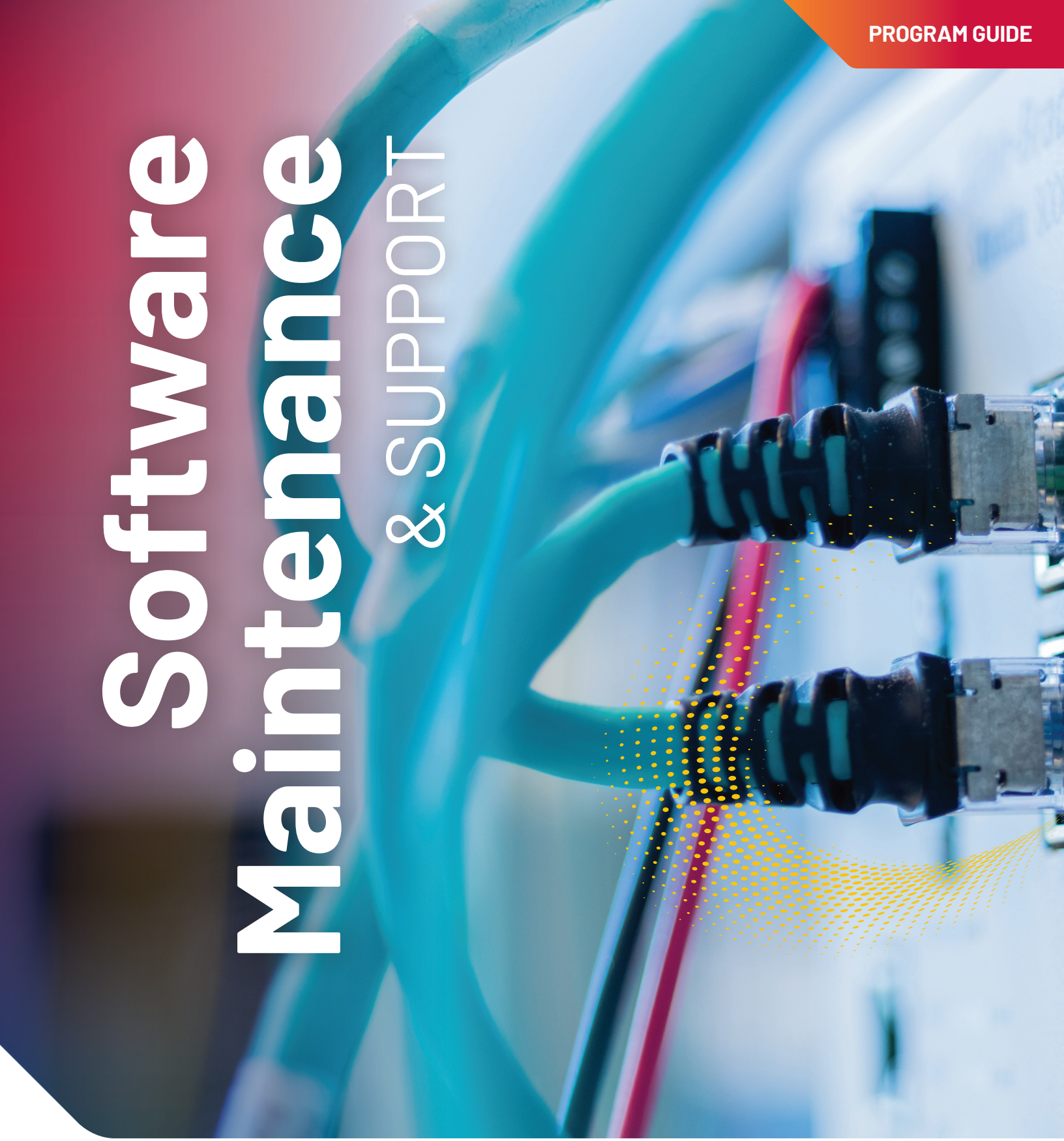
PROGRAM GUIDE

Softwware Maintenance & SUPPORT



Rockwell Automation

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Software maintenance & support options

All Rockwell Automation Software sold through the MyRockwell Software Portal, is sold with Software Maintenance and Support as an entitlement to the software purchase. Customers will have the option to choose between two types of software maintenance and support contracts at the time of software purchase; Perpetual Software with Maintenance Contract or a Software Subscription Contract.

Perpetual software with maintenance contracts

Rockwell Automation offers a perpetual software license bundled with a Maintenance Contract. The Customer selects the Contract length term for the Maintenance Contract at the time of purchase. Customers will have instant access to the latest software updates and enhancements. These Customers will also receive access to our Knowledgebase for on-demand technical support.

Subscription software contracts

Rockwell Automation offers Subscriptions licenses for Rockwell Automation Software. Subscriptions allow Customers to purchase a timed license which provides access to upgrades to future versions and technical support.

The support entitlements that come with each of these contract types are shown in the table below.

Software maintenance & support contract options

	Perpetual with maintenance[1]	Subscription
8x5 Phone		●
Chat		●
Submit a question	●	●
Software updates	●	●
Knowledgebase	●	●
Upgrades Available[2]: Expanded Phone Support[3]	● 8x5 Phone Support ● 24x7 Phone Support	● 24x7 Phone Support

[1] The Maintenance Contract for ThinManager® and for FactoryTalk Production Centre include 8x5 Phone Support.
[2] Additional fees will be applied for optional upgrades.
[3] The support entitlement for TeamONE only includes 8x5 email support and 24x7 email support.

Software maintenance & support contract entitlements defined

- **8x5 phone support:** Real-time product phone support and remote desktop troubleshooting, available in 20 languages. Customers will receive 8x5 support dependent upon their local time.
- **Chat support:** Real-time mobile-friendly chat support through our Online Support Center (Knowledgebase). Chat is available 24x7 for select product families.
- **Submit a question:** When you don't need an answer right away, you can submit a question through our Online Support Center (Knowledgebase) and an expert engineer will respond within one business day.
- **Software updates:** Stay up-to-date with access to software update downloads. Access our **Rockwell Automation Support Center** for downloads and software replacements. In addition to downloading software, you can set alerts for new software updates including firmware, release notes, associated software, drivers, tools and utilities.
- **Knowledgebase:** Authored and continually improved upon by our Rockwell Automation Technical Support Engineers, our Knowledgebase contains over 67,000 articles and is viewed over 5.4 million times a year. Our online support center tools allow you to search the Knowledgebase for answers to your questions, interact with peers through forums, bookmark information, request notifications of upgrades and chat with Rockwell Automation engineers.
- **Upgrade 24x7 phone support:** Receive coverage around the clock, including weekends and holidays, by upgrading to our 24x7 support option.

How to purchase a perpetual software with maintenance or subscription contract

To purchase a software maintenance contract, please visit our **MyRockwell Software Portal**.

How to access software updates

Access software updates and set alerts through our **Rockwell Automation Support Center**.

How to access the online support center (Knowledgebase)

Customers can access our Online Support Center (Knowledgebase) by going to **rockwellautomation.custhelp.com**. Here, new Customers can Create an Account using their authorization number and receive access within one business day. Existing users can log in and update the "Your Support Account" section with their new/existing authorization number.

How to contact technical support engineers

Regardless of whether or not the Customer's support is a Perpetual Software with Maintenance contract or a Subscription Software contract, Customer's will only receive the entitlements based on the product/software listed on their contract. Our Engineers will only provide support for products which are covered on the Customers active Software Maintenance and Support contract.

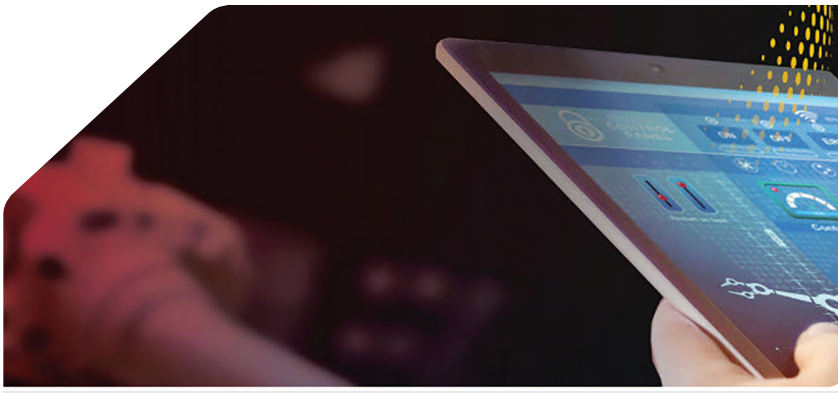
Once a Customer has an active Software Maintenance and Support contract, there are four ways to contact our Technical Support Engineers (same as TechConnect):

1. **Phone Support:** Address issues with phone support. Once a Customer has a Software Maintenance and Support contract, they'll receive a designated authorization number that can be found within their Welcome Kit and/or within their account profile on Knowledgebase. Customers can reach our Technical Support teams by either using the main phone numbers of (TOLL FREE) 1-888-382-1583 or 1-440-646-3434 or by using our **TechConnect North America Direct Dial Numbers**. Once they call in, they'll input their authorization number for support entitlement.
2. **Chat Live:** Customers can log into **Knowledgebase** to chat live with Technical Support Engineers for select product families.
3. **Forums:** Found within **Knowledgebase**, Customers can interact directly with peers and Technical Support Engineers through one of our many forums.
4. **Submit a Question/Email:** Found within **Knowledgebase**, Customers can submit a question via email to one of our Technical Support Engineers.

Welcome to software support deliverables

Each new, renewed or upgraded software purchase through the MyRockwell Software Portal, will receive a Welcome Kit email (example image) including the following Software Maintenance and Support deliverables:

- **Information on how to access temporary activation**
- **Rockwell order number**
- **Purchase order number**
- **MyRockwell subscription number**
- **Authorization number**
- **Order summary**
- **"How to" information**
- **Download your software products**
- **Activate your software**
- **Contact technical support**
- **Download software updates**



Hi Joe,

Thank you for your software contract purchase!

Your new contract starts today.

Pricing

To view pricing for all currently available software in the MyRockwell Software Portal, please use the following link: **commerce.rockwellautomation.com.** Please note, a Knowledgebase login is required for entry. Creating an account is easy, please use this link to do so: **rockwellautomation.com/am/create-account.**

TechConnect renewal pricing for perpetual with maintenance upgrades

For all new Perpetual licenses purchased through the software portal, that have first year maintenance embedded with the license, a renewal fee will be included in the TechConnect site contract at the time of renewal. This will include any new purchases of FactoryTalk® Studio 5000. This will only affect new software purchases. This price adder will affect single and multi-year contracts.

Contract proration for existing TechConnect customers

If an existing TechConnect Customer purchases a Perpetual software license with Maintenance and/or a Subscription contract, we will prorate to an existing TechConnect contract at the time of checkout within our Software Portal. Based on the Customer's BPID Ship-to-Address, there will be a MyRockwell Software Portal system check (within the Checkout process) to determine if the Customer has an existing TechConnect contract.

- **Software subscription renewal process:** Existing TechConnect Customers who purchase a Subscription will have the opportunity (at point of software sale) to align their Subscription to the same end date as their TechConnect contract. These Customers will then receive two separate invoices at the time of renewal, one for their Subscription and one for their TechConnect.
- **Perpetual with maintenance renewal process:** It'll be mandatory for existing TechConnect Customers who purchase a Perpetual with Maintenance contract, to align their contract with their TechConnect contract at time of order entry of the software license. Starting October 1, 2019 all Perpetual licenses will be itemized on the software listing section of the proposal at the time of renewal. This includes Perpetual licenses previously purchased and also all new Perpetual licenses purchased in the software portal.

Pricing for software maintenance and support toolkit

Rockwell Automation recognizes that the OEM/System Integrator/ Consultant Customer segment needs a larger number of software installs and because of this, price is determined by the number of users. Volume discounting may apply. Users need to be identified at the time of order. All registered Toolkit software is supported, but there is a software update limit per Automation Control software package (ex: RSLogix 500®, RSLogix 5000®) in each fixed price size bands. For more detailed information on Toolkits and our PartnerSupport™ Program, visit **rockwellautomation.com/partners** to learn more about partnering with Rockwell Automation.

PartnerSupport and TechConnect system support differences

A PartnerSupport contract includes support coverage for all "Standard Products" (not Legacy) listed within the Rockwell Automation **TechConnect Product Family Guide.** PartnerSupport Customers receive TechConnect System Support level, one of the premier service support levels, which includes Software Updates, Online Support Center Access, Training Advisor, Phone Support, Chat Support, Submit a Question (Email Support) and access to a senior Engineer who'll provide proactive follow up.

Please note, PartnerSupport Customers must follow the normal TechConnect ordering process where they choose the product families which they want to have support coverage for.

Current support customers who purchase new software

In support of our new ways of selling software, and to enhance and simplify the user experience, when a new license is purchased (Perpetual with Maintenance and/or Subscription), the support element of the purchase will be prorated to the Customer's existing TechConnect contract (when applicable).

When a Customer's TechConnect contract is up for renewal, we will include the maintenance support portion for any Perpetual with Maintenance licenses that were acquired during the contract term.

Auto renewal options for software subscriptions

Auto Renewal options are available for our Software Subscription Customers. Through "My Subscriptions" within the Software portal, Subscription owners can change their default settings from Auto Renewal to manual renewal, at any time during the term. All email notices that have a return to sender from email, will be forwarded to the Customer's administrator for resolution.

Renewal notifications

- **120 Days Prior to Renewal:** If the Customer has selected the auto renew selection, an auto renewal email notice will be sent out. The Subscription will renew if no action is taken to change the PO, modify or cancel Subscription.
- **90 Days Prior to Renewal:** If no response has been made by the Customer to the 120 day renewal notice, a renewal order confirmation email will be sent out and the Subscription will be renewed.
- **45 Days Prior to Renewal:** If the Customer has elected not to auto renew and no action has been taken from the prior renewal notifications, a renewal notice email will be sent out with suggested actions to change the PO, modify or cancel the subscription.
- **10 Days Prior to Renewal:** If the Customer has elected not to auto renew and no action has been taken from the prior renewal notifications, a final renewal notice email will be sent out with suggested actions to change the PO or to cancel the Subscription. The Subscription will expire at the end of the contract term if no action is taken.

Initial site based support

Support is available immediately after purchase of a Software Maintenance and Support Contract. Customers must have a Software Maintenance and Support contract for technical support, regardless of when they purchase(d) a product. We will renew support on "Legacy Software" purchases. If the Customer already has a Software Maintenance and Support contract for a product within that product family, we will "resize" the Customer's support contract at the time of renewal to add this new software purchase. Please note, this does not apply to ThinManager.

Software maintenance & support contract expiration grace period

Every Software Maintenance and Support Contract includes a ten day Grace Period following the expiration of the contract. During this Grace Period the Customer may still access the same level of support that they received during their active Software Maintenance and Support Contract period. This ensures the Customer receives uninterrupted access to support in the even that Rockwell Automation requires this additional time to process the new Software Maintenance and Support contract and Customer purchase order.

Please note, ThinManager doesn't offer a grace period.

TechConnect and perpetual software with maintenance or subscription contract renewal alignment

1. **Perpetual software with maintenance contracts:** At renewal, it will be mandatory[1] for existing TechConnect Customers to have their new Perpetual with Maintenance Contract aligned with their existing TechConnect Contract term.

2. **Software subscriptions:** At renewal, it will be recommended for existing TechConnect Customers to align their new Subscription Contract term with their existing TechConnect Contract term.

Our Customer Success team will handle this co-terming process and will supply the Customer with an updated renewal that'll include all Rockwell Automation Support Services (TechConnect, Subscription, Parts Management Agreement, Field Labor, etc.).

[1]This is not mandatory for ThinManager.

Software maintenance & support contract cancellation policy

There is one cancellation policy for all types of Software Maintenance and Support Perpetual with Maintenance Contracts, in that a Customer may cancel their Contract by submitting a written notice 30 days prior to cancellation.
A cancellation request is invalid if the remaining Software Maintenance and Support Contract term is less than two months.

Cancelled Software Maintenance and Support Perpetual with Maintenance Contracts are subject to the following:

- A cancellation fee of 25% of the remaining contract term at the date of cancellation plus 100% of the renewal price if the software is not returned nor has the software license been frozen.
- No access to support entitlements after the date of cancellation.
- The Customer will continue with the current software version at the date of cancellation.

Subscription Software contracts cannot be cancelled.

Reinstatement fee policy

If the Customer does not renew their Software Maintenance and Support Contract until after the expiration date of the contract, the Customer has the following options to reinstate their support:

1. **Perpetual software with maintenance contracts:** A Maintenance Contract can be reinstated but a Customer will be charged at a cost that is prorated back to the end date of the prior Maintenance Contract.
2. **Software subscriptions:** No reinstatement fee.

Software registration transfer

Customers may transfer their software registration. In order to successfully complete the transfer to another contact use the **Software Activation and Transfer** page or through the My Subscriptions page within the Software Portal.

Useful links

MyRockwell Software Portal

Rockwell Automation Support Center

Product Compatibility and Download Center (PCDC)

Knowledgebase and Online Support Center

Software Registration Transfer

TechConnect Support Product Family Guide

TechConnect Support User Guide

TechConnect Support Website

TechConnect Support North America Direct Dial Phone Numbers

Connect with us.

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